

AHCCCS members who are American Indian/Alaska Native (AI/AN) always have a choice to enroll in an AHCCCS managed care health plan, or in the American Indian Health Program (AIHP), a fee-for-service (FFS) program.

Once enrolled, AI/AN members may also choose to receive their behavioral health care through a Tribal Regional Behavioral Health Authority (TRBHA) if they live in an area served by a TRBHA.

Changing enrollment in a health plan

AI/AN AHCCCS members may change enrollment between AIHP and a managed care plan at any time; however, a member may only change from one managed care health plan to another once a year during their annual enrollment period.

Freedom of choice

Regardless of health plan choice, AI/AN members may always receive services from an IHS facility, tribally-operated 638 health program, or an Urban Indian Health Program.

What if I don't choose a health plan?

If you do not choose a health plan, one will be assigned to you. If you had been enrolled in an AHCCCS health plan within the past 90 days, and are now re-applying, you may be enrolled in your previous health.

How do I change my health plan?

There are two ways for AI/AN AHCCCS members to change their health plan:

- To change from the American Indian Health Program to a managed care health plan, call 602-417-7000 (from Maricopa County) or 1-800-962-6690 (from outside Maricopa County).
- To change from a managed care health care plan to the American Indian Health Program, an AHCCCS registered Indian Health Service (IHS), Tribally owned and/or operated 638 facility, or Urban Indian Health Organization (receiving Title V funding from IHS) must submit the American Indian Health Program (AIHP) Change Request Form on behalf of the member.

I have questions and need help choosing a plan.

For help selecting a health plan, speak to a Beneficiary Support Specialist at AHCCCS by calling at 1-(800)-334-5283.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.

